


Chicago Animal Care and Control	Policy Number: G.O. #22.1
Subject: After Hours Crisis Care Program	Date Issued: 4/9/19 Manager's Approval: 

The After Hours Crisis Care Program is a program in conjunction with Chicago Animal Care and Control ("CACC") and Friends of Chicago Animal Care and Control ("FCACC"), whereby FCACC will agree to pay for emergency, after-hours services to animals that are critically sick and / or injured and require stabilization in an emergency veterinary hospital. Animals eligible for this Program may be critical, but they must be treatable. Animals beyond treatable care may be euthanized to avoid suffering.

1. After 7:00PM, CACC's veterinary staff leave for the evening, and they do not return until 7:00AM the next day.
2. There are stray or owner-surrendered animals that come into CACC's shelter after 7:00PM that require emergency veterinary care, stabilization, and/or supportive pain relief therapy.
3. Animal Control Officers ("ACO") are often in the field until 10:00PM or 10:30PM every day. ACOs may pick up stray, abandoned or owner-surrendered animals who require veterinary care for stabilization and / or pain relief therapy, but they arrive at CACC after CACC's veterinary staff have left for the evening.
4. When an ACO picks up a critically sick or injured dog or cat in-field requiring emergency veterinary care and/or pain relief therapy, and the ACO is unable to transport the animal to CACC's facility before 7:00PM, the ACO is to immediately transport the dog or cat to MedVet located at 3130 N. Clybourn Ave., Chicago, Illinois, 60618. MedVet is a 24-hour emergency veterinary hospital. The ACO shall inform his / her supervisor of the transport. The ACO Supervisor shall call the Friends After Hours Crisis Care Coordinator, Charlie Propsom at 312-203-7950 so that a volunteer can meet him / her at MedVet.
5. If a stray or owner-surrendered dog or cat that is critically sick or injured is turned into CACC's facility after 7:00PM, an Animal Care Aide (ACA) Supervisor shall create an animal inventory number and name the animal in Chameleon, mark the animal offsite at MedVet in Chameleon and request that an ACO transport the animal to MedVet following the same procedures for transportation. The ACO or ACO Supervisor is to call the Friends After Hours Crisis Care Coordinator, Charlie Propsom at 312-203-7950 so that a volunteer can meet him / her at MedVet. The ACO will not wait with the animal once the check-in has been completed and a volunteer has arrived at MedVet.

6. Upon delivery of the dog or cat at MedVet, the ACO is to inform MedVet that it has delivered the animal for stabilization and overnight care only under the Friends of Chicago Animal Care and Control account.
7. The ACO shall obtain a receipt and / or medical documentation from MedVet proving that the animal has been delivered to MedVet for stabilization and / or supportive pain therapy.
8. Upon arriving back at CACC that evening, the ACO shall inform the ACA Supervisor that he / she has delivered an animal to MedVet, tender the paperwork from MedVet to the ACA Supervisor.
9. For animals that were delivered to MedVet from in-field service, the ACA Supervisor shall create an animal inventory number in Chameleon and shall upload the MedVet documents into Chameleon. The ACA Supervisor shall mark the animal offsite at MedVet in Chameleon.. The ACA Supervisor shall then email FCACC at afterhourscrisiscare@fcacc.org with the animal's inventory number.
10. The ACA Supervisor shall additionally email the Operations Manager, Shelter Manager, Veterinarians and Animal Placement Coordinators ("APC") and inform them that the dog or cat has been transported to MedVet and will need pick up in the morning (no later than 10:00AM). The email shall include animal's inventory number.
11. No earlier than 9:00AM, a member of the medical staff shall contact MedVet to obtain information on the animal's case and to update medical notes in Chameleon prior to the animal's arrival back at CACC. If the animal is not suitable for transport, the medical staff shall inform the Operations Manager that pickup of the animal at MedVet is not medically recommended, and shall inform the FCACC AHCC Coordinator of the same at (312) 203-7950 and afterhourscrisiscare@fcacc.org.
12. If the animal is suitable for transport back to CACC, the Operations Manager shall arrange for pick up of the animal at MedVet no later than 10:00AM the following day after it has been delivered to MedVet and return it to CACC's facility. (Or, the CACC Operations Manager may transfer ownership of the animal to an approved Homeward Bound Rescue and arrange for pick up by that rescue directly from MedVet Chicago before 10:00AM.)
13. Upon pick-up of the subject animal at MedVet, CACC shall retain a copy of the MedVet medical records and transport the medical records with the animal back to CACC's facility. The Friends AHCC Coordinator can be contacted by MedVet Chicago at (312) 203-7950 for immediate payment by credit card.

14. Upon return to CACC's facility, the ACA Supervisor shall update Chameleon and note that the animal is no longer offsite. The subject animal shall proceed directly to medical to be examined by CACC's Veterinarians with the MedVet medical records.
15. The on-duty veterinarian shall as soon as practicable, within four (4) hours of the animal's return to CACC, review the MedVet records, examine and treat the animal as necessary, and chart accordingly in Chameleon.
16. CACC's medical staff shall email the APCs the MedVet medical records and include the animal's inventory number in the subject of the email.
17. The APCs shall update notes in Chameleon and seek immediate rescue for the subject animal.
18. Only dogs or cats exhibiting the following are eligible to be transported to MedVet under the Emergency Medical Program:
 - a. Lateral recumbency
 - b. Cyanotic or pale
 - c. Shocky (body is cold)
 - d. Shallow breathing
 - e. Weak pulse
 - f. Bloating (swelling) of abdominal area
 - g. Severe obvious trauma where animal is listless
 - h. Copious amounts of blood coming from the mouth (internal)
 - i. Exposed internal organs
 - j. Unconscious
 - k. Seizing for period greater than five (minutes)